

E-01345A-08-0172

ORIGINAL

ARIZONA CORPORATION COMMISS



0000084147

UTILITY COMPLAINT FORM

4700

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67759

Date: 4/10/2008

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Harold

Anonymous

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E-01345A-08-0172

\*Customer did not want to leave his last name\*

Customer expressed his concern about APS recent APS rate case application. The customer thinks a good way to solve the problem is purchase electricity directly from the meter instead of all these surcharges. The customer would like to pay for what they use only. Pay for what they buy and not for meter reading and other surcharges. There would not be postage charges, or any other administrative charges. Customer does not understand what APS is doing with all the money? Customer would like to cut administrative costs. He should not have to pay someone's salary. Customer's should only be concerned with what they are buying, not administrative fees. Customer states SRP has this system why can't APS do the same thing.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Customer was informed that his opinion will be docketed under the APS rate case and the Commissioner's and Staff appreciates and value his opinion.

Closed\*\*\*

\*End of Comments\*

Arizona Corporation Commission

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Date Completed: 4/10/2008

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AZ CO. COMMISSION  
DOCKET CONTROL